



TECHNOLOGY AREA

DEFINITION			
<i>Name</i>	Interactive Voice Response (IVR)		
<i>Description</i>	Interactive Voice Response (IVR) systems utilize telephony technology that interacts with database(s) to obtain information from a particular database or enter data into a database. This technology can utilize touch-tone and/or voice recognition for responses and input.		
<i>Rationale</i>	Provides the public with the capability of obtaining/entering information without the need to speak to a "live" person on a 24/7 basis, addressing the public need to interact with state government outside of normal business hours.		
<i>Benefits</i>	IVR systems can be used to create and manage many services including order placement, caller identification and routing, payment or balance inquiry, and ticket booking.		
ASSOCIATED ARCHITECTURE LEVELS			
<i>Specify the Domain Name</i>	Interface		
<i>Specify the Discipline Name</i>	Access		
KEYWORDS			
<i>List Keywords</i>	Interactive Voice Response (IVR) system, touch-tone, call processing, switching capability, speech recognition, text-to-speech, transaction processing, interface, telephone, telephony, prompts, phone menu, voice, response, keypress, phone, navigation		
ASSOCIATED COMPLIANCE COMPONENTS			
<i>List the Compliance Component Names</i>	IVR Guidelines		
ASSOCIATED PRODUCT COMPONENTS			
<i>List the Product Component Names</i>			
CURRENT STATUS			
<i>Provide the Current Status</i>	<input type="checkbox"/> <i>In Development</i> <input type="checkbox"/> <i>Under Review</i> <input checked="" type="checkbox"/> <i>Approved</i> <input type="checkbox"/> <i>Rejected</i>		
AUDIT TRAIL			
<i>Creation Date</i>	08/04/2006	<i>Date Approved / Rejected</i>	11/28/2006
<i>Reason for Rejection</i>			
<i>Last Date Reviewed</i>		<i>Last Date Updated</i>	
<i>Reason for Update</i>			